

REGULATORY PROGRAM MANAGEMENT DIVISION REPORT
Towing, Storage and Boating Advisory Council Meeting
April 10, 2018

New Division Organizational Chart

- The name of the Division has changed to Regulatory Program Management Division (RPM).

Outreach Efforts

- Todd Forrester and Latasha Poland have been working on creating a web based training platform that will cover the topics presented at the live trainings put on by this division. The goal is to create short videos over various issues for reference by the industry, when they have questions relating to the issue.
- Todd and Latasha have also been looking at webinar based training for compliance issues that occur frequently.

Internal Efforts

- On January 10th, Todd and Latasha conducted a training with three new prosecutors in the Enforcement Division. The training covered the background of the Towing and VSF program, as well as explained the tow and VSF correction program, which will be implemented with the new attorneys soon.
- Todd and Latasha and Customer Service are creating an ongoing training, done directly with the customer service towing team to ensure accurate information is provided to the industry in a timely manner. The training will consist of twice a month brainstorming sessions on ways we can enhance the delivery of information from Customer Service. RPM staff and Customer Service will work to documents, manuals and flow charts that will aid the customer service rep in accessing information needed to answer the question or determine if the call should go to RPM staff.